



**OFFICE OF BUSINESS
MANAGEMENT
FY 1999 Action Plan Mid-Year Summary**

June 1999

Strategies	Metrics	Status
<i>Commitment #1: MA Workforce Management and Diversity Analysis</i>		
Diversity and Demographics: Compile FY 1998 data & statistics. into report	Compilation of charts and data	Completed
Decisions on personnel policies	Policies developed by 12/98.	Staff targets and promotion plans completed.
Anticipated Issues: Cash-Awards, MA-Wide Training Plan, SES Succession Planning, FAIR		
<i>Commitment #2: Comprehensive Index of MA Performance Measures</i>		
Expand /Improve MA Performance Management Information	Issue MA SMS guidelines, define MA external commitments	Complete
	Update Index upon receipt of FY 99 SAPs	Complete
	BSM Analysis	TBD
Anticipated Issue: Whether to develop BSM at Local Level.		
<i>Commitment #3: Improve Front Office Management Systems</i>		
Track MA reports plus GAO and IG reports.	Delivery of reports and DARTS/FMFIA	On-Time to date; Reassigned to D. Smith
Implement M&A DOCS system	System in place in each MA org. by April 1999.	Greg Bettwy On Track FY 2000 Funding Issue

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Improve MA-wide electronic mail	E-mail system in place	On-Track
MA-1.4 document storage, procedures	Various	OK except procedures manual
<i>Commitment # 4: Working Capital Fund</i>		
Meet WCF Commitments in IG Audit Responses and Board Reports	Financial Procedures, Systems Plan	Complete
	Review Supplies Bus.	In process
	Review IM Businesses	At Risk
	MA as customer.	In process
	Cost Structure Analysis	June 99
	Equipment depreciation funding.	CFO Issue
Maintain and improve WCF Management Systems	New billing system. Quarterly reports 1999 Board . FY 1999 Blue Book WCF Communications Guidebook on WCF metrics	Success On-Track Appointed Complete New Home Page! Hammer Award, April 99! Draft complete
Anticipated Issues: “Color of Money” Impacts on IM Financing Structures		

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<i>Commitment #5: MA Resource Management</i>		
FY 1999 Budget Execution	Obs/costs reports.	On-track
FY 2000 Budget to Congress	1/99	Complete
FY 2001 Budget to OMB	9/99	On-Track
Update MA Resource Trend Analysis	Report issued 3/99	Complete
Update CMIP for Procurement, Training	12/98	Complete
Anticipated Issues: IM/MA Split		
<i>Commitment #6: MA Customer Survey Processes and Response Rates</i>		
Benchmark customer satisfaction measures; review DOE and “best in class” practice.	New method for measuring overall customer satisfaction	At Risk
Improve the collection and presentation of MA customer survey results	Increase in response rates . Ratings on Customer Feedback Cards	At Risk

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<i>Commitment #7: MA Employee Survey Processes and Response Rates</i>		
Benchmark employee satisfaction measures including DOE practices as well as “best in class” organizations.	New method for measuring overall MA employee satisfaction	At Risk
Improve the collection of MA employee survey results	Increase in response rates	At Risk
Anticipated Issues: Whether/how to collect and use Customer and Employee feedback.		
Loss of Business Management staff		
Need to consider key analytic issues, including how to broaden scope of customer feedback to management policy and how to sharpen focus of employee survey, to expand responses.		
General Options: <ul style="list-style-type: none"> Recruit analyst to manage surveys (including from within MA) Contract out the function Create teams Decentralize responsibilities to direct reports Revise Plans to eliminate surveys 		
RECOMMENDATION: REFER TO QUALITY BOARD SUCCESSOR		
Anticipated Issue: Information System Plan for All of MA		
Components Started: <ul style="list-style-type: none"> Inventory of Systems MA-4 Customer Planning Clarification of Funding Levels 		
RECOMMENDATION: STAFF BUSINESS MANAGEMENT TO PLAN TRANSITION		

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<i>Commitment #8: Customer Satisfaction for Administrative Support</i>		
Admin support for Secretary, Contract Reform and Privatization, and MA-6.	Define roles, reports, coverages, evaluation,	Partially Complete. Expand for MA-9, MA-10. PCSD needs
Provide Monthly Management Reports to Customers	Monthly Reports	Complete for S-1,PC Need to define for MA-6, MA-9 and MA-10
<i>Commitment #9: Model a Learning Organization Within MA-1.4</i>		
Prepare Individual Development Plans for all MA-1.4 Employees	<i>Completed IDP's</i>	<i>Complete</i>